

Job Description

Job Title: Plan Manager

Job Type: Permanent Part-time

Location: 1 Scott Crescent, Eaglehawk or as otherwise directed

Supervisor / Manager: Rod McNeill

The Employer

Ontime Plan Services is a small, family-owned business in Bendigo, Victoria. Most of our clients are locals, but we have clients throughout Victoria and the rest of Australia. Our passion is to help our clients navigate the at-times confusing (and frustrating) world of the NDIS, so they can make the most out of their funding. Our point of difference is that we're also personally familiar with the NDIS and the world of disabilities.

The Role

As a plan manager, you would spend most of your time answering incoming phone calls from clients, support coordinators and providers, monitoring and actioning incoming emails, and processing invoices. This role is mostly autonomous and acts as the first contact that stakeholders may have with the business. It requires tact, discretion, and the ability to empathise with clients, as well as accurately processing invoice data. To be successful in this role, you need to have above average communication skills, an excellent memory for retaining facts and rules, and an in depth understanding of NDIS regulations and procedures around claiming for supports and services.

Main Duties / Responsibilities:

- Answer incoming phone calls relating to invoices, client funding, and queries regarding the possibility of claiming for various services and supports.
- Engage in email communication with clients, their representatives, and providers regarding invoices, clients' budgets and around NDIS claiming rules and procedures.
- Monitor incoming emails and distribute these appropriately.
- Accurately enter information from provider invoices into the customer relationship management portal.
- Source additional information as required from the client, the provider, or the various NDIS Pricing Guides to ensure accurate entry of invoices.
- Identify invoice inconsistencies or errors and monitor for possible fraudulent claims.
- Check invoices processed automatically by the system, or other team members.
- Monitor clients' budgets on an ongoing basis.
- Assist in training entry-level staff and supervising their workflow.

Essential Experience / Skills:

- Previous work experience in a plan management role.
- Experience with computer software for data entry purposes, and customer relationship management.
- Good working knowledge of the NDIS rules and regulations around payment claims, including those relating to Consumables and Assistive Technology budgets.
- Excellent eye for detail and passionate about fact finding, with a very high level of accuracy in working with numbers.
- High level of problem-solving skills and initiative.
- Above average ability to retain information, facts and rules.
- Ability to work independently and prioritise workflow.
- Good interpersonal skills in dealing with clients and team members.
- Recent Criminal History check, not less than six months old upon commencement.
- Working with Children / Vulnerable Peoples check.
- Bankruptcy check.
- Must be eligible to work in Australia and with NDIS participants.

Desirable Experience / Skills:

- “Lived” experience with the NDIS.
- Experience with 3GB Entiprius system.
- Experience in bookkeeping or accounting.
- Experience in working within a close-knit team.
- Ability to supervise and train entry level staff.

Position Performance Goals:

- Providing accurate information in response to queries, within a timely manner (within 24 hours of receipt).
- Engaging in written communications clearly and concisely, as demonstrated by the recipient providing any requested information / amendments, or having their query answered satisfactorily (not requiring further clarification).
- Enter invoices in a timely manner (within 24 hours of receipt).
- Speed of processing – an average of 3-4 minutes per invoice (or less).
- High rate of accuracy in entering invoices (99% or higher).

Career Development

Training will be extensive and ongoing to stay up to date with changes and requirements of the NDIS. As the business grows, this role will act as a team leader position (with applicable remuneration). As our company grows, additional hours of work will be available but not mandatory.

Remuneration

This position is paid under the Banking, Finance and Insurance Award. The award can be viewed at <https://library.fairwork.gov.au/award/?krn=MA000019> There is an initial four-month probationary period, with a review of pay rate upon successful completion of probation, and a minimum of yearly reviews thereafter. The level of remuneration per hour is negotiable, depending upon the applicant's qualifications, prior knowledge and experience. The salary guide is from \$28 - \$40 per hour (plus superannuation).

Hours of work:

Ordinary hours of work are Monday to Friday (excluding public holidays), with a minimum of two hours per day, three days per week, to a maximum of five hours per day, five days per week, at the agreement of the employee and employer. Business hours are from 9am to 6pm.

Remote workers:

This is a flexible role; the opportunity is available to work remotely for part or all of the time. This will depend upon demonstrated knowledge of the systems and meeting the requirements of the role. Successful applicants who are not local to Bendigo should expect to spend a large amount of time on video conferencing calls during the initial training period, and for regular and ongoing training and meetings.

Remote workers will need to have reliable and speedy internet, as the software system requires a remote connection with a larger than average bandwidth. Additionally, the phone system is run via internet-based Teams application which will require additional bandwidth. A reliable desktop / laptop (not tablet or iPad) will be required, as well as a secondary monitor of adequate size.

To Apply:

Please address the following questions when applying for this role:

1. Outline your experience working in a plan management capacity. If you have lived experience with the NDIS, as a person with a disability, or the carer of someone with a disability, please list this as well.
2. Explain what experience you have working with plan management software, invoicing systems and customer relationship management software.
3. How do you deal with the large quantity of information that is required to be learnt and retained as part of this role? What training have you undertaken to stay up to date on NDIS rules and regulations?
4. When communicating with various stakeholders, you will need to be comfortable with sending emails, and making and answering phone calls. Explain your relevant work experience in this regard. What challenges would you have in carrying out these duties?
5. Outline how you manage your own workflow or that of others, in your current or previous roles.
6. Why do you want to work for OnTime Plan Services?
7. How many hours and days of work are you looking for?



Send your completed application to Rod McNeill at office@ontimeplanservices.com.au

If you have any questions, please call Rod on 0493 628 558.